



Chief Technology Innovation Officer

Technology Innovation Administration



Join a future-focused agency comprised of people-serving people. We are caring, anti-racist, person-centered, and innovative, dedicated to creating positive change and fostering inclusivity in every aspect of our work.

Help deliver efficient and effective technology services that support DSHS staff and clients. Embark on a transformative journey as the pioneer of innovation and change management. Our Chief Technology Innovation Officer also serves as the Assistant Secretary for the Administration.

SALARY RANGE

\$135,107 – \$180,143 annually

We stand as an anti-racist agency

DSHS has embraced our responsibility to eliminate systemic racism and dismantle structural racism in our work and relationships with colleagues, customers and clients. In collaboration with the Governor's Office of Equity, we are currently leading targeted initiatives that are already increasing the *awareness, courage and accountability* of colleagues, clients and customers to make necessary transformational changes and improvements.

The DSHS vision, mission, values and strategic plan frame our committed progress towards becoming an anti-racist, equitable and transformational agency. We are intentionally focused on a current three-year action plan using the equity tools of *Truth, Social Justice and Dismantling Racism* to reshape our budget, leadership diversity, professional development, training, certifications, communications, service delivery, administrative processes and culture.

We are actively striving to upgrade our policies, procedures, processes, programs and services to break down barriers and advance equity and access. We are centering community voice by respecting and promoting human rights, access, equity, diversity and inclusion. The voices of colleagues and constituents are included in policies, programs and service decision-making to improve opportunities and outcomes.



Department of Social and Health Services

Our Mission is "Transforming Lives"

The [Department of Social and Health Services](#) stands as the biggest state agency in Washington, serving as the cornerstone of human services and welfare. Our nearly 17,000 compassionate staff members work in communities across the state. DSHS has a biennial operating budget of \$20.8 billion and provides critical services for more than 2 million (nearly 1 in 4) Washingtonians. DSHS contracts with over 11,253 local government, private and nonprofit contractors to deliver these services, and operates over 100 field offices and 12 state-run facilities throughout Washington.

DSHS is the vital cornerstone for people or families facing life's toughest challenges, orchestrating essential services statewide. This comprehensive agency oversees critical programs encompassing food and cash assistance, long-term care, support for people with intellectual and developmental disabilities and behavioral health treatment. These services extend to patients in state-operated behavioral health hospitals and those within the criminal justice system, awaiting competency evaluation and restoration services. Remarkably, DSHS reaches nearly 30% of all Washington households, with nearly one-third of its services directed toward children.

Our Department of Social and Health Services' mission to Transform Lives requires that we come together with a sense of belonging, common purpose, shared values and meaningful work. It is crucial to our agency's mission that you bring an equity, anti-racism and social justice commitment to your work with DSHS. We strive to create greater access and affirming representation of the communities we serve, including Black, Indigenous and People of Color, people with physical, behavioral health, and intellectual disabilities, elders, LGBTQIA+ individuals, immigrants and refugees, and families building financial security.



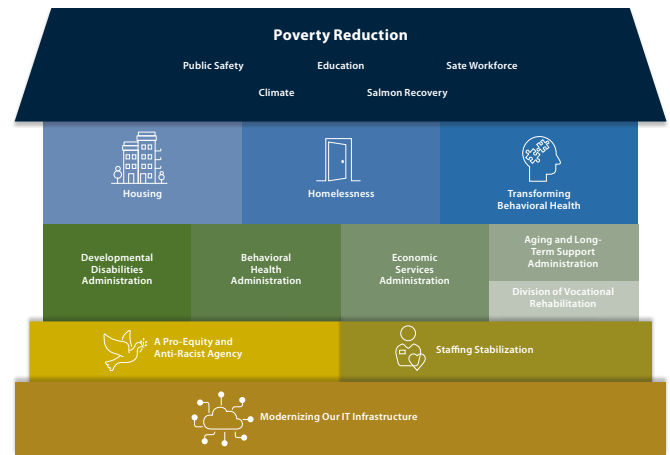
Our Agency is Guided by Six Strategic Priorities

- Prepare for aging Washingtonians.
- Support people in our care and custody.
- Serve people in their home community.
- Provide a pathway out of poverty and become healthier.
- Increase organizational efficiency, performance and effectiveness.
- Become an employer of choice.

Each priority is a critical pillar to transforming lives.

DSHS works with individuals of all cultures, abilities and identities. We believe each person we serve deserves to feel welcomed and accepted when accessing our services. Our agency is organized into six direct service administrations and two support areas:

- Aging and Long-Term Support Administration
- Behavioral Health Administration
- Developmental Disabilities Administration
- Division of Vocational Rehabilitation
- Economic Services Administration
- Facilities, Finance and Analytics Administration
- Technology Innovation Administration
- Office of the Secretary



Guide to our Administrations

(showing current size and scope of work)

As a department we are tied together by a single mission: *to transform lives.*

Each administration within DSHS has a refined focus on this mission.

NUMBER OF DSHS STAFF

16,000+

NUMBER OF DSHS CLIENTS

2,000,000+

FACILITIES, FINANCE AND ANALYTICS

STAFF
996

FACILITIES, FINANCE AND ANALYTICS

Provides the necessary stewardship of the department's physical, financial and intellectual resources by safeguarding the resources needed to care for and support our clients.

DEVELOPMENTAL DISABILITIES ADMINISTRATION

Supports people with intellectual and/or developmental disabilities and their families to get services and supports based on need and choice.

TECHNOLOGY INNOVATION ADMINISTRATION

Exploring and implementing technology advancements that will allow staff to focus their work on serving their programs and administrations as their customers, with day-to-day accountability to a single office in an enterprise approach to maximize consistency throughout DSHS.

DEVELOPMENTAL DISABILITIES ADMINISTRATION

STAFF CLIENTS
4,052 63,483

ECONOMIC SERVICES ADMINISTRATION

STAFF CLIENTS
3,963 1,880,000

TECHNOLOGY INNOVATION ADMINISTRATION

STAFF
695

ECONOMIC SERVICES ADMINISTRATION

Works to build a Washington without poverty and injustice by helping children, adults and families weather the storms of life through various programs. A national leader in providing poverty reduction services to nearly 1.8 million people in our state. We provide tools and resources to build well-being including cash grants, food and medical assistance, employment-focused services, refugee assistance, disability determinations and child support collection.

AGING AND LONG-TERM SUPPORT ADMINISTRATION

STAFF CLIENTS
2,486 93,381

AGING AND LONG-TERM SUPPORT ADMINISTRATION

Supports seniors and people with disabilities living with good health, independence, dignity and control over decisions that affect their lives.

DIVISION OF VOCATIONAL REHABILITATION

Provides substantial counseling and guidance to people with disabilities who want to work but experience barriers due to physical, sensory and/or mental disability.

DIVISION OF VOCATIONAL REHABILITATION

STAFF CLIENTS
328 19,250

BEHAVIORAL HEALTH ADMINISTRATION

STAFF CLIENTS
3,397 2,259

BEHAVIORAL HEALTH ADMINISTRATION

Supports sustainable recovery, independence and wellness through funding and delivering effective prevention, intervention and treatment services for youth and adults with behavioral health conditions and their families.

OFFICE OF THE SECRETARY

Supports the success of all programs within the agency through human resources, equity, diversity and inclusion, Indian policy, communications, innovation and strategy, public records requests and many more critical central services.

▣ Our Values Are

Honesty and Integrity: Leadership and service require a clear moral compass.

Pursuit of Excellence: It is not enough to get the job done, we must always challenge ourselves to do it better.

Open Communication: Excellence requires teamwork and a strong team is seen, heard and feels free to contribute.

Diversity and Inclusion: Only by including all perspectives are we at our best and only through cultural competency can we optimally serve our clients.

Commitment to Service: Our challenges will always exceed our financial resources, our commitment to service must see us through.

▣ Technology Innovation Administration

In service of our mission, and under the direction of the Technology Innovation Administration (TIA) Assistant Secretary, who also serves as the agency's Chief Technology Innovation Officer (CTIO), TIA partners with both DSHS' client-facing and internal administrations in a centralized capacity to provide strategic IT leadership and solutions that effectively support our staff, partners, and the people in our care and custody. Keeping a strong connection between business and IT, modernizing DSHS IT and IT systems, and building a culture of innovation and creativity are foundational to TIA.

TIA is comprised of roughly 700 IT positions in DSHS providing IT support to more than 16,000 DSHS employees and over 20,000 contractors who provide over 60 types of direct services to approximately 1.8 million people annually – over one-third of the state's population.

TIA ensures client and agency data is protected and the DSHS network/operational infrastructure is secure and defensible; oversees enterprise IT strategy and governance; delivers business application/system development, data analytics, integration, help desk support, and disaster recovery; and implements enterprise architecture, IT Portfolio, program/project management, business analysis, and IT policy and financial management within an Information Technology Infrastructure Library (ITIL) framework.

TIA is currently organized in five specific areas: Business Transformation; Technology Transformation; Information Security; Administration Operations; and Business Operations. Through a "customer-centric" methodology these areas align strategic and operational IT service management with supported administrations' business efforts to deliver technology solutions that enable DSHS to achieve its mission and improve services for Washingtonians.

APPROXIMATE BIENNIAL
(TWO-YEAR) BUDGET

\$600 Million

TOTAL EMPLOYEES

695

▣ Guide to Services

Information Technology

Information and technology to increase access, create value and efficiencies, improve customer satisfaction and support DSHS in transforming lives.

Business Application/System Development

Ensures business applications and systems meet business needs and priorities, and follow governance processes and best practices for security, testing, integration and lifecycle management.

Data Analytics, Integration, Business Analysis

Provides data, analytics, integration and decision-support tools to improve the delivery of services that transform lives.

Disaster Recovery

Ensures availability of data, critical applications and systems infrastructure during disasters or unplanned service disruptions.

Enterprise Architecture

Enables the agency to increase the pace of digital transformation and inform business decisions in alignment with strategy.

Help Desk Support

Troubleshoots problems and provides customers with support on computer hardware, software and network access.

Enterprise IT Governance

Promotes value creation through strategic governance of enterprise information technology, aligning business and IT, and ensuring delivery of efficient and effective IT services to support DSHS in transforming lives.

Information Security

Provides confidentiality, integrity and availability of data to protect clients and staff, and support partners.

IT Portfolio Management

Ensures IT solutions meet business needs and optimize investments.

Operational IT Infrastructure

Securely manages voice and data networks, hardware platforms and system management tools to support increased access and technology advances to improve customer service.

Project/Program Management

Provides effective project and program management in alignment with mission and business strategy.

▣ Chief Technology Innovation Officer

The Chief Technology Innovation Officer reports directly to the agency's Secretary. The CTIO serves as a member of the department's Executive Cabinet.

▣ Primary Priorities

- Directs and manages a team of approximately 700 IT staff, overseeing all IT operations for DSHS.
- Guides the development and management of a \$600 million biannual IT investment across the department, shaping strategy, policies and enterprise architecture.
- Defines and implements the agency's strategic direction and enterprise architecture for information technology.
- Oversees end-to-end IT operations, including application development, project management, network infrastructure, cloud services and security.
- Establishes and enforces standards and policies for efficient IT operations throughout the department.
- Builds strong partnerships between IT and business teams, ensuring accountability and alignment with leaders in different DSHS administrations.
- Educates department leaders on technological developments, industry trends, and best practices to enhance decision-making and professional development.
- Manages administrative functions, including budget, finance, human resources, communications, equity, diversity, access, and inclusion, public records, legislative engagement and contracting.

▣ Essential Attributes

- **Extensive IT Leadership Experience:** The CTIO should have a proven track record of executive level leadership in the field of information technology. This includes significant experience managing large technical teams, budgets and complex technology initiatives.
- **Strategic Vision:** The CTIO should be a visionary leader who can define and drive the strategic direction of the organization's information technology. They should be able to envision and articulate a clear roadmap for technology innovation that aligns with DSHS's mission of delivering user-friendly services to families in need.
- **Strong Organizational and Project Management Skills:** Given the complexity of the role, the CTIO should have exceptional organizational and project management skills. They should be able to oversee a large IT workforce, manage vendor relationships, and ensure the successful execution of IT projects, including the multi-year IE&E Strategic Roadmap project.
- **Enterprise Architecture Expertise:** The ideal candidate should have a deep understanding of enterprise architecture principles and be capable of developing and implementing standards and policies to govern IT investments and operations across the department.
- **Technological Expertise:** The incoming CTIO should prioritize end user experience and have experience delivering modern software. They should have a strong background in various aspects of information technology, including application development, product management, cloud services, IT security and data management.
- **Collaborative Leadership:** The CTIO should be skilled at building strong partnerships and fostering collaboration within and across business units and departments. They must understand the unique business operations and drivers of key stakeholders to develop technology solutions that align with their needs.
- **Stakeholder Management:** The CTIO will also be responsible for representing DSHS in state-level governance activities, particularly related to health and human services, so political acumen and a collaborative approach to working with external stakeholders are important.
- **Effective Communication:** The CTIO should be able to educate and inform department business and IT managers and policymakers about technological developments, industry trends and best practices, enabling better decision-making. They must be able to communicate effectively and clearly with audiences at all levels, including the ability to translate complex technical topics for non-technical audiences.
- **Adaptability and Creativity:** The CTIO should have the grit, creativity and resilience it takes to lead transformation in a hierarchical, bureaucratic environment. The right candidate will be motivated by the complexity of government's challenges and be adept at leading through influence rather than authority.
- **Commitment to Mission:** Above all, the ideal candidate should be deeply committed to DSHS's mission of transforming the lives of Washingtonians through innovative and accessible technology solutions.

▣ Required Education

- A bachelor's degree in a STEM-related field, Computer Science, Engineering, or related field. Masters preferred.

■ Compensation and Benefits

The annual salary range for the Chief Technology Innovation Officer is \$135,107 to \$180,143. In addition, the Department of Social and Health Services offers a generous Executive Management [benefit package](#) that includes:

- **Retirement and Deferred Compensation** – We help you prepare for life after your career by offering an excellent [retirement plan](#), which includes employer contributions. In addition, you may participate in the [Deferred Compensation Program](#) for a tax-deferred retirement investment.
- **Medical, Dental and Vision Insurance** – You and your family can choose from several [medical and dental plans](#). The state's employee premiums make high-quality medical coverage affordable, and the state pays 100% of employees' dental premiums.
- **Life and Long-term Disability Insurance** – Basic life and long-term disability insurance at no cost to you, with the option to purchase additional supplemental insurance coverage with very low premiums.
- **Annual Leave** – 14-25 days of vacation per year.
- **Holidays** – 12 paid holidays.
- **Sick Leave** – 12 days per year.
- **Relocation Assistance.**

■ Application and Process

We would like to hire for the TIA Assistant Secretary no later than Nov. 30, 2023.

Applicant material received by Nov. 30 will be given guaranteed consideration. Applicants deemed to have the most relevant demonstrated experience will be contacted for further interview and selection.

To be considered, please submit a resume and cover letter addressing your interest and the knowledge, skills and abilities noted in this profile to Tracie Kidd at Tracie.Kidd@dshs.wa.gov or apply directly to: www.careers.wa.gov #2023-13134



■ Washington The Evergreen State

[Washington state](#) consistently ranks among the best states to live in the nation. Nestled in the upper left-hand corner of the Pacific Northwest, our region offers a multitude of year-round indoor and outdoor activities. We have lakes, rivers, the Pacific Ocean, ancient forests, majestic mountains and rolling prairies that are home to some of the best geology, geography and agriculture in the world. We have opportunities for boating, fishing, clamming, hiking, camping, crabbing and winter sports, and are home to world-class amateur and professional sports teams, including the newest National Hockey League franchise. Washington residents also enjoy a broad spectrum of cultural activities, including several symphony orchestras, theatres, art and history museums as well as rich and renowned dining experiences. Summers are cool, winters are temperate and the state has no income tax.

The Department of Social and Health Services is headquartered in the state capital of [Olympia, Washington](#), which boasts engaged, educated community members and a school system that consistently earns high marks. Its downtown features eclectic dining and shopping while the west side hosts the region's large shopping centers and auto malls. The city and surrounding Thurston County have dozens of public parks and trails, rich with the history of the area's native tribes. The city is located strategically on the Interstate 5 corridor, putting it two hours or less from the amenities of major cities Seattle to the north and Portland to the south, and outdoor recreation from the Pacific Coast to the Cascades.



For additional information or questions contact

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